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FCC Mail Room

DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

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June 24, 2009

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2009. CSD (SD's Relay Provider) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing a Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 2008 and May 31, 2009.
- Annual Complaint Log which includes complaints received between June 1, 2008 and May 31, 2009 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that CSD's records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, CSD, the provision of call volume data will be voluntary; therefore providers are not required to provide the number of relay calls with their reports. Accepting that this information is accurate, South Dakota considers this report to be in compliance with the Rules and is submitting this log without this interstate relay call information.

South Dakota's provider, CSD and Sprint, agrees to provide information to the FCC concerning the number of call. However, Sprint will do so under seal since call volume information is proprietary and confidential.

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If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

A handwritten signature in black ink that reads "Grady Kickul". The signature is written in a cursive style with a large, looping "G" and a long, sweeping "K".

Grady Kickul
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet

South Dakota Relay Service – June 1, 2008 through May 31st, 2009

1. Total Number of TRS complaints: 24

Complaint Tracking for SD (06/01/2008-05/31/2009). Total Customer Contacts: 24

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	6/4/2008	Technical - General	6/4/2008	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
2	07/14/08	The customer requested caller ID unblocked and the agent explained that relay could not do that by using ""82". The number was still blocked on relay's end, so they requested a supervisor to unblock it.	07/14/08	The supervisor educated the agent on how to unblock the calling from number when it's highlighted in blue. The agent did not know that this could be done. The agent was coached on asking a question to the supervisor first, rather than giving an absolute answer to the customer. The agent apologized for the mistake.
3	07/22/08	The customer states that this agent and another agent made a switch in the middle of his conversation with his banker and the call disconnected. He also stated that they did not inform him that the switch was going to be made during his call. Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	08/07/08	Team Leader spoke with this agent about letting the customer know when an agent change is scheduled, especially if it is in the notes. The agent said it was not in the notes and the agent change appeared to go smoothly. Neither agent hung up on the customer and the call was progressing well when he went to his break. Not agent error and no action taken.
4	08/07/08	The customer complained that the agent did not verify their CA ID number. The inbound said that the agent asked "nbr calling to" instead of answering their question.	08/07/08	A supervisor spoke with the agent at the time of complaint and the agent said she did not hear the VCO user ask her for her agent ID. If she had heard she would have given it to him as required. The agent apologized for the inconvenience.
5	08/08/08	Agent did not verify that turbo code was disabled and did not verify the phone number before out dialing.	08/08/08	The Team Leader spoke with this agent, who stated he remembered the call and said he got flustered with all the instructions. The supervisor advised him to ask for help if needed. The agent apologized for inconvenience.

6	08/08/08	The agent did not let the customer know when changing agents as the database notes request. The agents just changed in the middle of her talking.	08/08/08	The Team Leader spoke with this agent, who admitted that she got confused and didn't have time to read the customer notes. Apologized to the customer.
7	08/22/08	The caller asked for Directory Assistance and the agent did not keep caller informed about when the Directory Assistance operator was on the line. The agent did not type out the recording and also hung up on the caller. The complaint was forwarded to a supervisor for coaching on following customer instructions and keeping callers informed.	08/22/08	The Team Leader spoke with this agent about keeping the caller informed. The agent stated that she knew she had made mistakes, however, she did not hang up on the customer - they hung up on her. The agent was coached on following instructions and keeping customers informed.
8	08/22/08	The inbound caller stated that the agent disconnected the call. Caller is very upset and wants follow-up from the center manager. The customer directed heavy profanity at the CA and supervisor. The caller threatened to beat up the agent if they disconnected again.	08/22/08	The supervisor spoke with the agent who explained that she did not disconnect the call. The customer just started swearing at her when the call came in and no phone number to dial was ever given. The customer hung up on the supervisor and agent. This is not agent error.
9	09/08/08	The agent did not type out the answering machine recording.	09/08/08	The agent was terminated for poor work performance. Ticket closed.
10	09/14/08	The TTY user stated the CA was rude. Two questions were asked before placing call to the IRS and the agent became rude to caller. This happened on 9/12/08. Apologized for inconvenience and forwarded the complaint to the correct center. No follow-up was requested.	09/14/08	Customer did not request follow-up.

11	10/02/08	The customer stated that the agent was slow to respond to her instructions and requests.	10/02/08	The agent said that the computer was extremely slow that night. The agent responded as fast as possible, but sometimes there were 30 seconds in between the "GA" and customer's response because of the slowness of the system. This is determined to be a technical issue and not agent error. No action taken.
12	10/13/08	The agent muted their microphone excessively during the entire call. The agent rushed through reading the message and had no conversational tone. A date for when the call happened was not given, however the complaint came in on 7/10/08 at 2:24 PM. No follow-up requested.	10/13/08	The Team Leader met with agent and went over proper call procedures, explaining that agents should not mute their microphone if the customer requests. Also reminded the agent to wait in order to make the call more conversational and so it has a more realistic flow. The agent understands.
13	10/13/08	Customer states that the agent refused to follow customer instructions and then asked the customer to stop "fussing" at her. When the customer asked for a supervisor the agent hung up on her. The complaint was forwarded to the correct center.	10/13/08	Met with the agent about following customer's instructions. The agent understands the policy.
14	11/15/08	The agent didn't follow customer requests. The customer had many notes for the agent to read and was angry that the agent didn't respond to her quick enough. The agent stated that she was following the customer instructions, but apparently didn't answer a question fast enough for the customer and the customer became angry.	11/15/08	It is determined that the agent did nothing wrong - she followed the customer requests. The customer became impatient when the agent was reading the inbound notes, which the customer demands the agent do. No action taken as agent followed customer requests.
15	12/08/08	The customer is frustrated that the agent hung up on them.	12/08/08	A supervisor gave the agent permission to hang up due to no response after around 3 minutes. The agent did nothing wrong and no action was taken.

16	01/08/09	Static on the phone caused garbling on the customer's TTY. She felt the garbling was coming from our equipment, however the supervisor on the floor detected nothing wrong with the typing and could hear buzzing on the line. This was not agent error and no action was taken.	01/08/09	Customer did not request follow-up.
17	01/16/09	TTY customer states that this agent did not type all that was said when the call was answered by a business, but only typed one word instead of the entire opening statement. Apologized. No follow-up requested.	01/16/09	A supervisor observed this call taking place. The agent called the supervisor over so she could see what was being typed. The agent had no garbling on her screen and was typing what was being said. The agent advised the supervisor that when she asked the hearing person to repeat their greeting, they only gave a one word greeting. This is not agent error and no action was taken.
18	01/21/09	The customer said the agent disconnected call. The customer was very upset and said he would, "Beat the crap out of her". Customer would like follow-up.	01/21/09	Team Leader followed up with the agent. The agent was trying to follow notes and typed the number back to the customer four times to verify it. There was no response so the agent thought maybe the customer was a VCO user (as per notes). There was still no response. The customer was upset and wanted another agent, and the agent informed the customer he would have to call back in for another agent and disconnected the call. Team Leader coached the agent on getting another agent for customers and reinforced that the customer does not have to call back in. The agent was coached on proper procedure. Team Leader also followed up with the customer while taking the complaint and customer is happy with the follow-up.
19	04/06/09	The agent did not verify the number for the customer before dialing out. The complaint was forwarded to the agent's supervisor for follow-up about following customer instructions.	04/06/09	The supervisor went over this complaint with the agent, who remembered the call and stated that she had just made a mistake. She knew she should have verified for the customer but forgot to. Apologized for the inconvenience.

20	04/06/09	The agent did not respond to VCO caller but it did not show that the agent had hung up, either. There was no response so the VCO user hung up. Issue forwarded to agent's supervisor for follow-up on responding to customers.	04/06/09	The supervisor went over this complaint with the agent. He did not remember the call but apologized for the inconvenience to the VCO user.
21	4/14/2009	Captions Lag too far behind voice	4/14/2009	Customer shared feedback that for the most part calls go very well but some calls have delays. CS Rep thanked customer for the feedback. Confirmed for customer that he can call up a different captionist at any time during the call with a 2-line mode set-up, if desired. Advised customer to document the date, time, and CA number of any problematic calls for further investigation.
22	4/22/2009	Disconnect/Reconnect during calls	4/22/2009	Explained to customer the difference between a CapTel and a traditional phone and why disconnection/reconnection might be occurring and provided tips to reduce their occurrence.
23	4/27/2009	Technical - General	4/27/2009	Customer experienced an error code message, "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Confirmed all is well for this customer.
24	04/30/09	The customer said they called in and the CA hung up on them. The complaint came in on 4/29/09 at 10:45 am and was forwarded to the correct center. Follow-up requested.	04/30/09	Supervisor talked with the agent who did not remember details other than calling for assistance. The operations administrator who responded recalls a technical issue occurred. The supervisor contacted the customer and explained that there had been a technical issue and apologized for the inconvenience.